The recommended browser is Google Chrome.

Claim Your Record

Using a PIN Number

Contact DSD Customer Call Center

to request a PIN Number

(210) 207-1111

M-F, 7:45am to 4:30pm or email your request to:

CallCenter@sanantonio.gov

10/02/2020

What is meant by *Claim Your Record* or *PIN Number*?

Claim Your Record

PIN Numbers are issued by the BuildSA Customer Call Center to customer(s) based on the account owner's request. PIN Numbers are issued for converted records that, for one reason or another, do not display on an account owner's account.

If a PIN Number is requested and received from BuildSA Customer Call Center, login to your Citizen Access account to access the converted record.

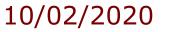*Find additional information on PIN Numbers by clicking here: IB300 PIN*

A PIN Number for an existing record is provided by the BuildSA Customer Call Center to customers whose previously submitted record(s) do not display on the customer's record list in Citizen Access.

PIN Number request form is shown here.

Development Services Department PIN to Access Records Online Form

Received by: | Telephone: _____
DSD Staff | Date | Time:

	Requestor Information
Name	
Organization	
Email	
Confirm Email	
Street Address	
City	
State	
Zip Code	
Phone	
Secondary Phone Number	

PIN Request	Record ID	PIN
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		
Record Number		

Primary Contact Validation Date:

DSD Staff:

VALIDATED

Primary Contact Acknowledgment

I, _____, acknowledge that I am the Primary Contact on the Land Development Records listed on this form.

Signed,

Form available upon request from BuildSA Customer Call Center.

10/02/2020

After receiving the PIN Number from the Call Center, you are ready to *Claim* your record.
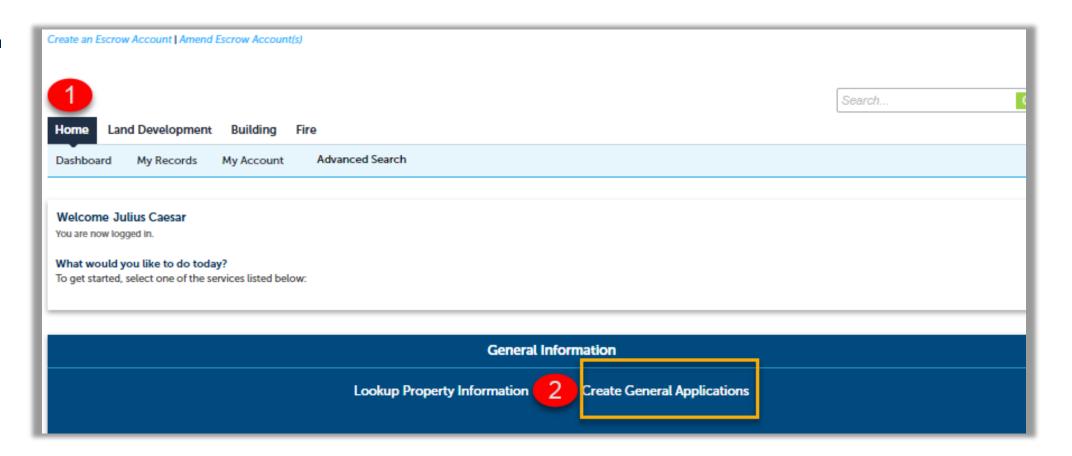
1. Login to your Account.

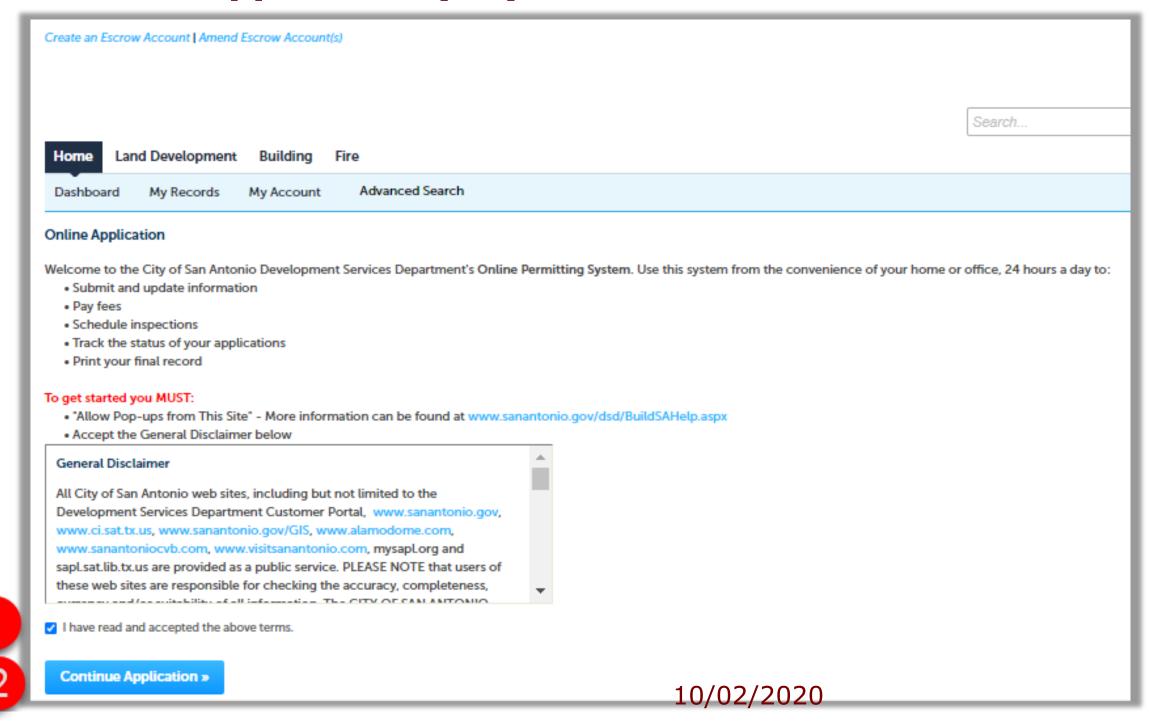**2. From the Home tab (#1) click Create General Application (#2).**

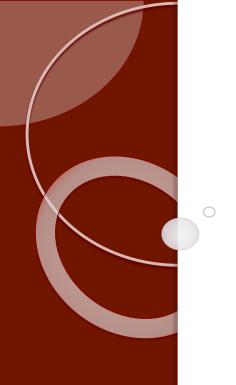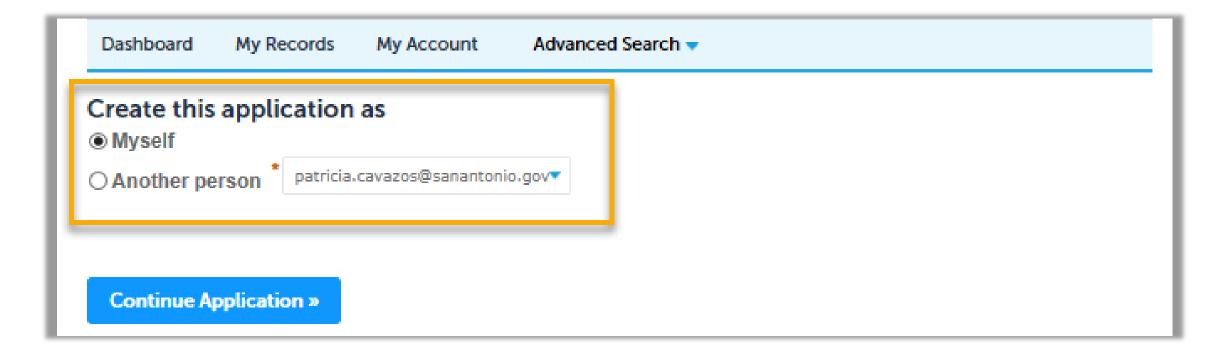*A PIN Number grants access to the account owner for managing the record.*

10/02/2020

The General Disclaimer page displays (shown).

1. **Click the box to the left of *I have read and accepted the above terms* (#1).**

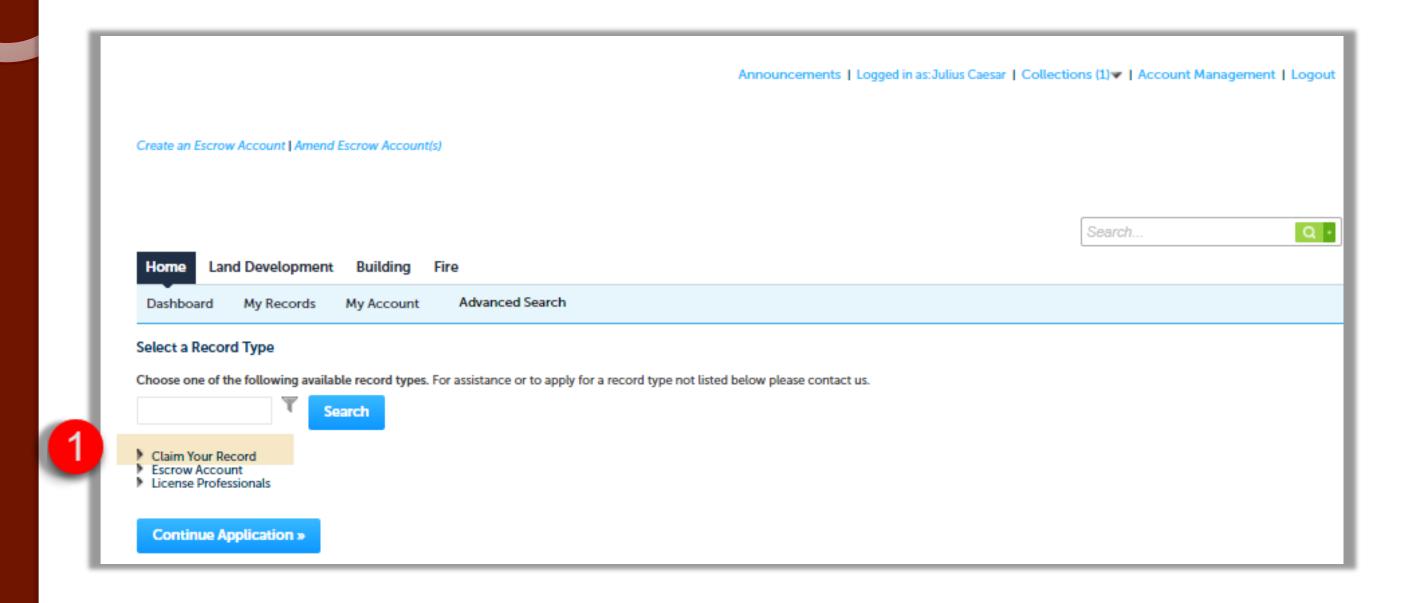2. **Click Continue Application (#2).**

10/02/2020

This prompt may not display for everyone. The prompt displays only if you are a Delegate on some else's account.

To select whether creating the transaction for yourself or another, click the radio button to the left of selection.
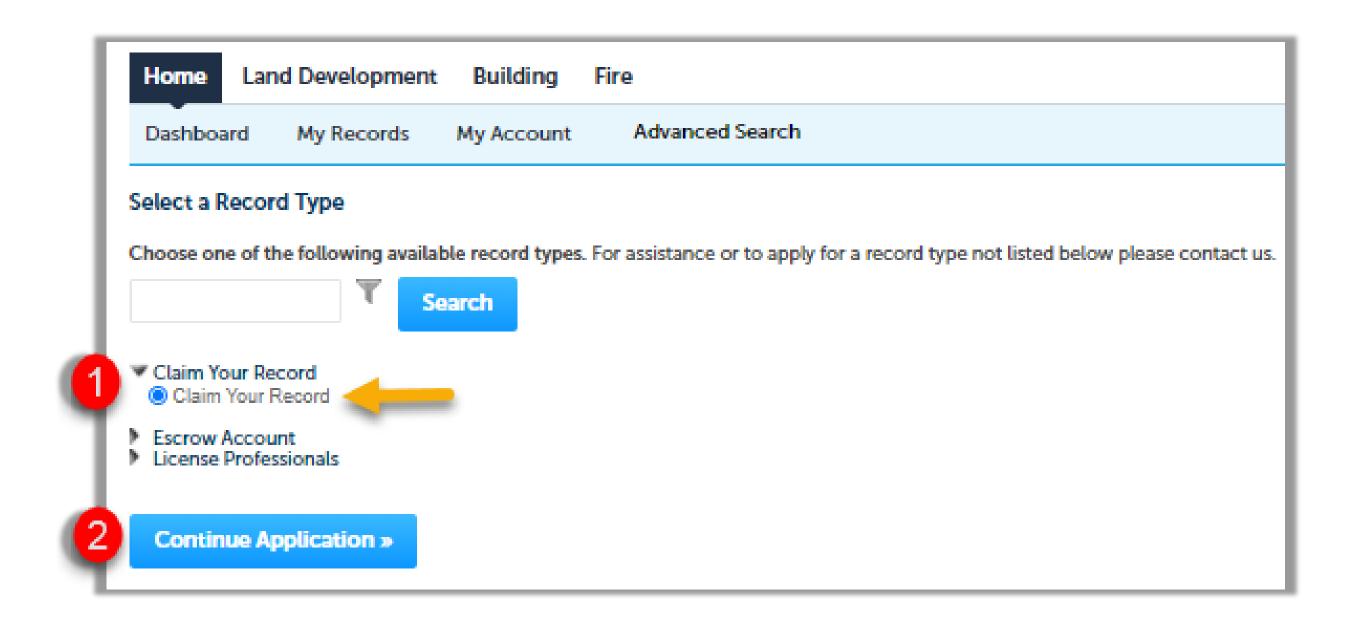
Click Continue Application.

The Select a Record Type page displays (shown). Click the arrow to the left of Claim Your Record (#1).

In the Select a Record Type page, click the button to the left of Claim Your Record (#1).
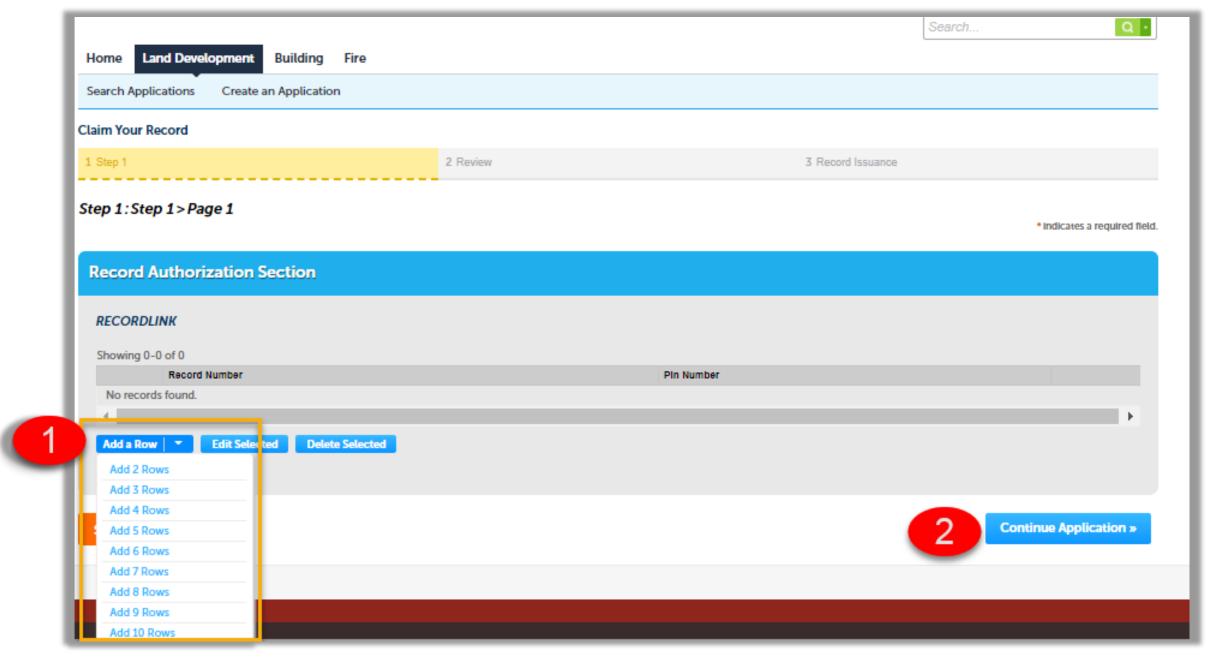
Click Continue Application (#2)

Step 1 of the Claim Your Record application displays (shown).

1. **Click the drop-down *Add a Row* arrow to add one row (#1).**

   Multiple rows may be added if claiming more than one record.
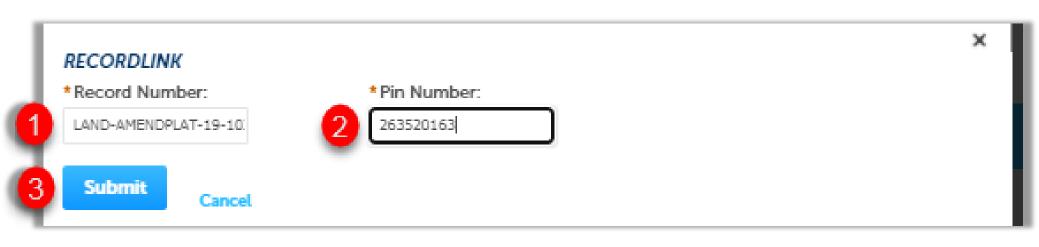
2. **Click Continue Application (#2).**
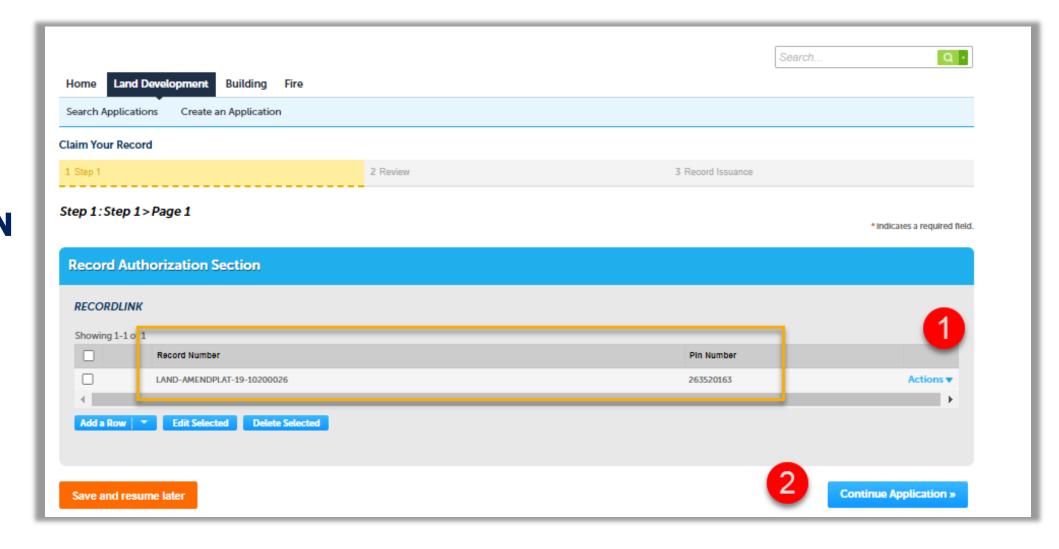
The Recordlink page displays (shown).

Type the Record Number (#1), the PIN No. received from the Call Center (#2).

Click Submit (#3).

The Record No. and PIN No. display (shown).

Click the Actions menu arrow to edit (#1).

Click Continue Application (#2).

RECORDLINK

* Record Number:
LAND-AMENDPLAT-19-10... **1**

* Pin Number:
263520163 **2**

3 Submit   Cancel

Home   **Land Development**   Building   Fire

Search Applications   Create an Application

Claim Your Record

| 1 Step 1 | 2 Review | 3 Record Issuance |

Step 1 : Step 1 > Page 1

* indicates a required field.

Record Authorization Section

RECORDLINK

Showing 1-1 of 1   **1**

	Record Number	Pin Number	
☐	LAND-AMENDPLAT-19-10200026	263520163	Actions ▼

Add a Row ▼   Edit Selected   Delete Selected

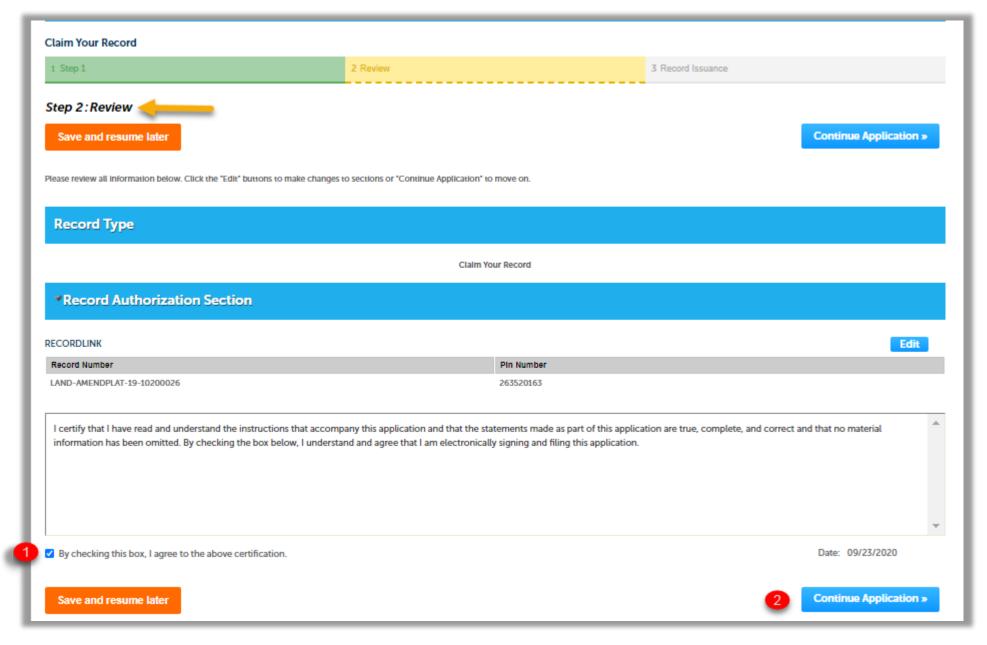Save and resume later   **2**   Continue Application »

Citizen Access advances to Step 2: Review.

Click the arrow to the left of Record Authorization Section (#1).

Click Continue Application (#2).

10/02/2020

Citizen Access advances to Step 3: Record Issuance and displays a CAP record number. The CAP number is the transaction number for linking your record with the PIN number.
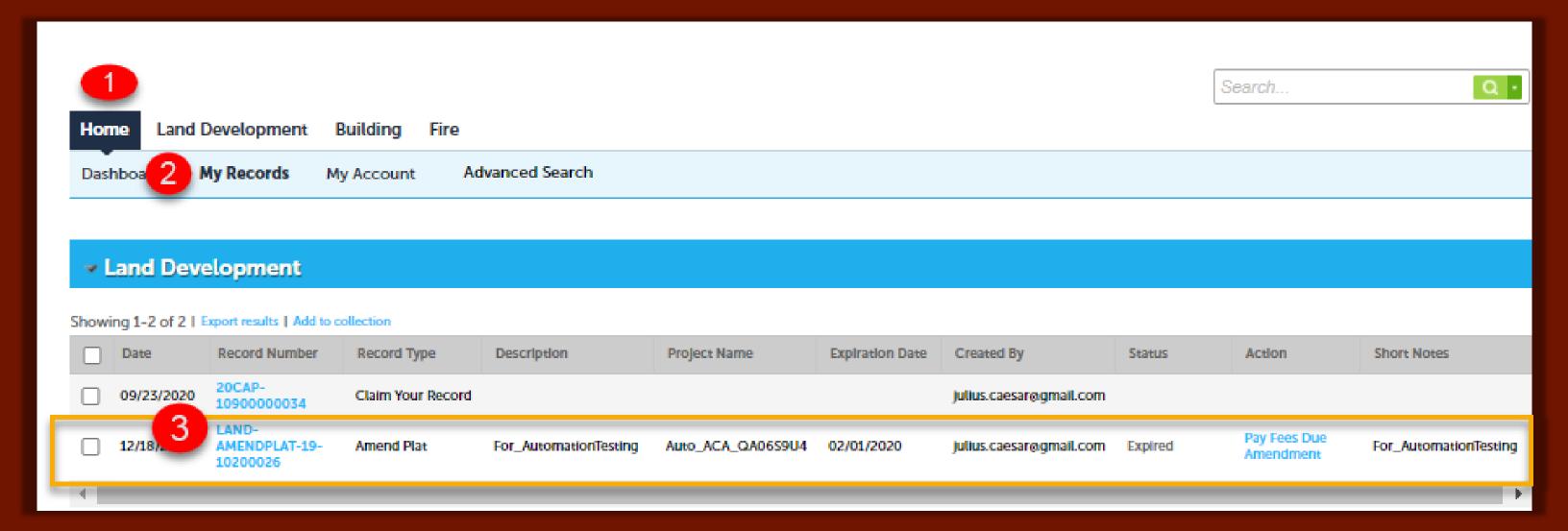
Click the Home Tab (#1).

Your record now displays on the Home Tab (#1), My Records (#2).

Click the Record Number ID hyperlink (#3) to access the Record and all functions for managing the Record.

10/02/2020

Thank you for visiting the Claim Your Record PIN Tutorial.

With questions about obtaining a PIN number, please call the Development Services Department

M-F, (210) 207-1111, 7:45am to 4:30pm

Or email Call Center

10/02/2020

Build SA